



**Forest County Office on Aging
Policies and Procedures**

Policy Title	Passenger Behavior Policy for Bus/Van Routes	Approved
Policy #		Effective:
Training Required:		Revised:
Date of Review:		Next Review Date:

PURPOSE:

Forest County Transportation Program Passenger Behavior Expectations Policy is to outline the preferred and acceptable behaviors to be displayed by all those who ride on the Forest County buses/vans.

POLICY:

Forest County bus/van routes shall be a friendly and inviting place for senior adults to ride the buses/vans. Behavior which inhibits older people from using and enjoying the bus route service is inappropriate. Inappropriate behavior may result in losing the privilege to ride the bus. This policy is intended to make passengers to feel welcomed, safe and to provide reasonable rules of behavior, enforced for the benefit of all passengers and drivers. This policy includes all interior areas of the bus and outdoor spaces, as well as sponsored activities.

Commission on Aging Office Responsibilities:

- ❖ To foster a pleasant and upbeat environment at all times.
- ❖ To promote a nonjudgmental atmosphere.
- ❖ To provide safe transportation services to all eligible passengers and drivers.
- ❖ To maintain confidentiality.

Passengers Responsibilities (Code of Conduct): Passengers shall be required to comply with the following rules while riding the bus/van:

- ❖ Passengers shall be respectful and cooperate with the bus drivers.
- ❖ Passengers shall be allowed to sit and put their belongings on the bus/van on a first come, first served basis unless the bus driver request assigned seating/area to put belongings to accommodate passengers with disabilities or to make enough room for passengers to enter on/off the bus safely.
- ❖ Passengers will remain seated at all times when the bus/van are in operation for safety.
- ❖ Passengers shall show respect to other passengers while riding the bus/van
- ❖ Passengers shall not use abusive, vulgar, demeaning or like language, nor shall they use unreasonably loud discourse or defensive shouting.
- ❖ Passengers shall not steal or intentionally cause damage to property or cause physical/emotional harm to other passengers.
- ❖ Passengers shall not possess illegal drugs or alcohol nor shall they be under the influence of these substances.
- ❖ Passengers shall maintain personal hygiene.
- ❖ Passengers shall not threaten or use intimidating behavior or language.
- ❖ Passengers shall not smoke on or near the buses/vans. This includes E-Cigarettes. Passengers shall only smoke at designated areas of stores/restaurants/medical facilities while the bus/van is at a designated stop.
- ❖ Passengers will avoid distracting conversation with the bus driver while the bus/van is in operation.

- ❖ Passengers shall get prior approval from the bus driver prior to the day of the bus route to have minor accompany the passenger on the bus. (This is solely at the bus driver's discretion). If the bus driver approves request, the minor must be supervised by the adult passenger at all times and all state laws must be followed regarding child restraints. If the child needs to be in a car seat, it is the responsibility of the passenger to bring the car seat and properly install it in the bus/van and secure the child into it.

PROCEDURE:

1. Concerns about inappropriate behavior should be channeled to the bus driver. The bus driver shall take action consistent with this policy including notification to the Aging Director.
2. The bus driver can request that inappropriate behavior cease. If the inappropriate behavior continues, the bus driver can cease the route and take passengers home or tell the offender that law enforcement will be called if the behavior does not cease. If the individual refuses to cease the inappropriate behavior, then law enforcement will be called.
3. Emergency situations shall be acted upon immediately and may be referred to law enforcement for assistance. An emergency situation includes but is not limited to the following:
 - ❖ Any situation in which an individual's actions are perceived to present an imminent danger to the life or safety of the individual or third parties.
 - ❖ Incidents including assault and other crimes of violence, or the threat or attempt to commit such crimes.
 - ❖ The intentional destruction of the bus/van and property or the property of others.

The safety of all passengers and bus driver is not taken lightly; inappropriate behavior distracts the bus driver and can cause an avoidable accident.

Should there be a problem regarding a person's adherence to the expectations and guidelines, the passenger will be given two opportunities to change the unwanted behavior.

First Infraction:

1. Verbal warning by the bus driver.
2. Verbal warning will be reported to the Aging Director.

Second Infraction: (if within one year of the second infraction)

1. Written warning by the bus driver given or sent to the participant.
2. Copy of the written warning given to the Aging Director.

Third Infraction and/or Serious Infractions: (if within one year of the second infraction)

1. Letter of suspension including length of time of suspension from the bus routes and medical escort services (up to 30 days) that will be approved by the Commission on Aging Committee
2. Face to Face meeting with the Aging Director, bus driver and a member of the Commission on Aging Committee before passenger is welcomed back to ride the bus/van.

3. For those infractions that are considered by the Commission on Aging Committee to be serious in nature, the Committee may impose penalties equivalent to third infraction without the requirement of having prior infractions or ban the passenger from using all transportation services indefinitely.

If an individual or others representing the individual disagree with the Review Committee's decision, the Office on Aging's complaint and appeals process will be followed.

Appeal Procedure

1. If a passenger disagrees with the verbal or written warning they may appeal the issue to the Forest County Commission on Aging within 10 days after he/she receives the warning. Appeals should be sent to the Forest County Commission on Aging Director, 200 E. Madison St., Crandon, WI 54520. The Commission on Aging shall review the appeal within 30 days after the appeal has been received. The 30 days can be increased for good cause or agreement of the parties. The appellant shall be notified at least 7 days before the appeal meeting.
2. Appeal: At the Commission on Aging meeting, the appellant may be represented by counsel. The Chairperson of the Commission on Aging shall conduct the appeal meeting.
3. Decision. Within 7 business days of the completion of the meeting, the Commission on Aging shall issue a written decision on the appeal.